



New Hampshire Community Mental Health Agreement Quarterly Data Report

July to September 2017

New Hampshire Department of Health and Human Services
Office of Quality Assurance and Improvement

November 27, 2017

*The Department of Health and Human Services' Mission is to join communities and families
in providing opportunities for citizens to achieve health and independence*

Community Mental Health Agreement Quarterly Report

New Hampshire Department of Health and Human Services

Publication Date: 11/27/2017

Reporting Period: 7/1/2017 – 9/30/2017

Notes for Quarter

- Harbor Homes Mobile Crisis has been added to the report.
- The Franklin DRF was unable to report data for the quarter. As a result total DRF data is also unavailable. Data for the current quarter will be provided in the next quarterly report.
- Peer Support Agencies were instructed to "purge their member lists" as of July 1, 2017 impacting the Number of Members but not Average Daily Census. The Bureau of Mental Health Services has instructed Peer Support Agencies to purge member lists annually to increase confidence and consistency in this information.

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1. Community Mental Health Center Services: Unique Count of Adult Assertive Community Treatment Consumers

Center Name	July 2017	August 2017	September 2017	Unique Consumers in Quarter	Unique Consumers in Prior Quarter
01 Northern Human Services	109	107	107	113	111
02 West Central Behavioral Health	48	47	63	68	76
03 Genesis Behavioral Health	74	73	71	74	74
04 Riverbend Community Mental Health Center	78	79	81	87	97
05 Monadnock Family Services	66	61	55	69	70
06 Community Council of Nashua	88	87	90	98	94
07 Mental Health Center of Greater Manchester	269	267	269	287	292
08 Seacoast Mental Health Center	61	60	60	67	69
09 Community Partners	67	70	65	75	69
10 Center for Life Management	52	53	54	54	55
Total	912	904	915	992	1,006

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 11/14/17; consumers are counted only one time regardless of how many services they receive.

2a. Community Mental Health Center Services: Assertive Community Treatment Staffing Full Time Equivalents

Center Name	September 2017						June 2017	
	Nurse	Masters Level Clinician/or Equivalent	Functional Support Worker	Peer Specialist	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner
01 Northern Human Services	1.09	2.40	8.39	0.55	12.43	0.75	12.54	1.10
02 West Central Behavioral Health	0.60	2.35	3.50	0.50	6.95	0.40	7.15	0.10
03 Genesis Behavioral Health	1.20	2.00	6.60	1.00	10.80	0.75	10.60	0.50
04 Riverbend Community Mental Health Center	0.50	3.00	6.00	0.50	10.00	0.48	10.00	0.30
05 Monadnock Family Services	1.25	3.25	2.70	0.70	7.90	0.65	8.50	0.65
06 Community Council of Nashua 1	0.50	3.00	2.50	0.00	6.00	0.25	5.25	0.25
06 Community Council of Nashua 2	0.50	3.00	1.50	0.00	5.00	0.25	5.25	0.25
07 Mental Health Center of Greater Manchester-CTT	0.98	11.00	3.29	1.00	16.27	0.62	16.57	0.52
07 Mental Health Center of Greater Manchester-MCST	1.05	10.00	10.26	1.00	22.31	0.62	21.95	0.52
08 Seacoast Mental Health Center	0.43	3.10	6.00	1.00	10.53	0.60	9.53	0.60
09 Community Partners	0.00	2.00	4.23	0.50	6.73	0.50	8.53	0.50
10 Center for Life Management	1.00	2.00	5.30	1.00	9.30	0.40	9.30	0.40
Total	9.10	47.10	60.27	7.75	124.22	6.27	125.17	5.69

2b. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies, Substance Use Disorder Treatment

Center Name	September 2017	June 2017
01 Northern Human Services	2.05	2.77
02 West Central Behavioral Health	1.20	1.20
03 Genesis Behavioral Health	2.75	2.50
04 Riverbend Community Mental Health Center	1.48	1.30
05 Monadnock Family Services	2.40	3.40
06 Community Council of Nashua 1	4.00	3.00
06 Community Council of Nashua 2	3.00	3.00
07 Mental Health Center of Greater Manchester-CCT	12.00	12.00
07 Mental Health Center of Greater Manchester-MCST	1.00	1.00
08 Seacoast Mental Health Center	1.00	1.00
09 Community Partners	2.00	0.50
10 Center for Life Management	3.00	3.00
Total	35.88	34.67

2c. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies, Housing Assistance

Center Name	September 2017	June 2017
01 Northern Human Services	9.95	9.95
02 West Central Behavioral Health	6.35	5.85
03 Genesis Behavioral Health	7.60	8.60
04 Riverbend Community Mental Health Center	8.50	8.50
05 Monadnock Family Services	1.00	1.00
06 Community Council of Nashua 1	5.00	4.00
06 Community Council of Nashua 2	4.00	4.00
07 Mental Health Center of Greater Manchester-CCT	12.90	12.36
07 Mental Health Center of Greater Manchester-MCST	18.05	16.28
08 Seacoast Mental Health Center	7.00	6.00
09 Community Partners	3.88	4.50
10 Center for Life Management	7.00	7.00
Total	91.23	88.04

2d. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies, Supported Employment

Center Name	September 2017	June 2017
01 Northern Human Services	0.97	1.08
02 West Central Behavioral Health	0.25	0.25
03 Genesis Behavioral Health	4.00	3.00
04 Riverbend Community Mental Health Center	0.50	0.50
05 Monadnock Family Services	1.00	1.00
06 Community Council of Nashua 1	2.50	2.50
06 Community Council of Nashua 2	0.50	1.50
07 Mental Health Center of Greater Manchester-CCT	0.74	0.71
07 Mental Health Center of Greater Manchester-MCST	1.31	1.35
08 Seacoast Mental Health Center	1.00	1.00
09 Community Partners	0.15	0.00
10 Center for Life Management	0.30	0.30
Total	13.22	13.19

Revisions to Prior Period: None

Data Source: Bureau of Mental Health CMHC ACT Staffing Census Based on CMHC self-report

Notes for 2b-d: Data compiled 11/13/17; the Staff Competency values reflect the sum of FTEs trained to provide each service type. These numbers are not a reflection of the services delivered, rather the quantity of staff available to provide each service. If staff is trained to provide multiple service types, their entire FTE value will be credited to each service type.

3. Community Mental Health Center Services: Annual Adult Supported Employment Penetration Rates for Prior 12 Month Period

Center Name	12 Month Period Ending September 2017			Penetration Rate for Period Ending June 2017
	Supported Employment Consumers	Total Eligible Consumers	Penetration Rate	
01 Northern Human Services	514	1,257	40.9%	37.2%
02 West Central Behavioral Health	162	725	22.3%	22.5%
03 Genesis Behavioral Health	267	1,288	20.7%	22.0%
04 Riverbend Community Mental Health Center	238	1,704	14.0%	14.8%
05 Monadnock Family Services	115	933	12.3%	14.0%
06 Community Council of Nashua	242	1,416	17.1%	16.1%
07 Mental Health Center of Greater Manchester	1,382	3,288	42.0%	40.0%
08 Seacoast Mental Health Center	341	1,456	23.4%	19.3%
09 Community Partners	100	683	14.6%	10.3%
10 Center for Life Management	170	884	19.2%	21.6%
Deduplicated Total	3,525	13,375	26.4%	25.3%

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 11/14/17; consumers are counted only one time regardless of how many services they receive.

4a. New Hampshire Hospital: Adult Census Summary

Measure	July – September 2017	April – June 2017
Admissions	204	293
Mean Daily Census	153	153*
Discharges	206	292
Median Length of Stay in Days for Discharges	13	10
Deaths	0	0

Revisions to Prior Period: *April to June 2017 mean daily census was revised due to improved methodology.

Data Source: Avatar

Notes 4a: Data extracted 11/16/17; Mean Daily Census includes patients on leave and is rounded to nearest whole number

4b. New Hampshire Hospital: Discharge Location for Adults

Discharge Location	July – September 2017	April – June 2017
Home - Lives with Others	109	138
Home - Lives Alone	73	107
CMHC Group Home	5	9
Private Group Home	3	7
Nursing Home	3	6
Hotel-Motel	3	5
Homeless Shelter/ No Permanent Home	3	5
Discharge/Transfer to IP Rehab Facility	2	4
Secure Psychiatric Unit - SPU	1	3
Peer Support Housing	1	3
Jail or Correctional Facility	1	3
Glenclyff Home for the Elderly	1	1
Unknown	1	1

4c. New Hampshire Hospital: Readmission Rates for Adults

Measure	July – September 2017	April – June 2017
30 Days	9.8% (20)	15.0% (44)
90 Days	21.6% (44)	24.2% (71)
180 Days	27.9% (57)	32.1% (94)

Revisions to Prior Period: None.

Data Source: Avatar

Notes 4b-c: Data compiled 11/13/17; readmission rates calculated by looking back in time from admissions in study quarter. 90 and 180 day readmissions lookback period includes readmissions from the shorter period (e.g., 180 day includes the 90 and 30 day readmissions); patients are counted multiple times for each readmission; number in parentheses is the number of readmissions

5a. Designated Receiving Facilities: Admissions for Adults

DRF	July – September 2017		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	NA	NA	NA
Cypress Center	69	178	247
Portsmouth	93	270	363
Elliot Geriatric Psychiatric Unit	6	54	60
Elliot Pathways	61	60	121
Total	NA	NA	NA

DRF	April – June 2017		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	35	25	60
Cypress Center	49	179	228
Portsmouth	80	283	363
Elliot Geriatric Psychiatric Unit	6	46	52
Elliot Pathways	48	53	101
Total	218	586	804

5b. Designated Receiving Facilities: Mean Daily Census for Adults

DRF	July – September 2017	April – June 2017
Franklin	NA	4.5
Cypress Center	12.9	12.0
Portsmouth	23.9	30.3
Elliot Geriatric Psychiatric Unit	29.7	29.3
Elliot Pathways	12.2	10.0
Total	NA	17.2

*Portsmouth Regional Hospital has a total of 12 DRF beds and Elliot Hospital has a total of 14 DRF beds split between Pathways and the Geriatric Psychiatric Unit.

5c. Designated Receiving Facilities: Discharges for Adults

DRF	July – September 2017	April – June 2017
Franklin	NA	59
Manchester (Cypress Center)	243	232
Portsmouth	355	365
Elliot Geriatric Psychiatric Unit	63	54
Elliot Pathways	121	105
Total	NA	815

5d. Designated Receiving Facilities: Median Length of Stay in Days for Discharges for Adults

DRF	July – September 2017	April – June 2017
Franklin	NA	6
Manchester (Cypress Center)	4	4
Portsmouth	4	5
Elliot Geriatric Psychiatric Unit	27	22
Elliot Pathways	7	8
Total	NA	5

5e. Designated Receiving Facilities: Discharge Location for Adults

DRF	July – September 2017						
	Assisted Living/Group Home	Deceased	DRF	Home	Other Hospital	NH Hospital	Other
Franklin	NA	NA	NA	NA	NA	NA	NA
Manchester (Cypress Center)	1	0	0	166	0	1	10
Portsmouth Regional Hospital	0	0	4	221	0	5	59
Elliot Geriatric Psychiatric Unit	45	4	1	12	0	1	0
Elliot Pathways	4	0	1	101	0	6	9
Total	NA	NA	NA	NA	NA	NA	NA

DRF	April – June 2017						
	Assisted Living/Group Home	Deceased	DRF	Home	Other Hospital	NH Hospital	Other
Franklin	2	0	1	44	0	1	11
Manchester (Cypress Center)	4	0	7	204	0	1	16
Portsmouth Regional Hospital	0	0	4	265	0	7	89
Elliot Geriatric Psychiatric Unit	32	6	0	10	6	0	0
Elliot Pathways	1	0	0	82	0	4	18
Total	39	6	12	605	6	13	134

*Dispositions to 'DRF' represent a change in legal status from Voluntary to Involuntary within the DRF.

5f. Designated Receiving Facilities: Readmission Rates for Adults

DRF	July – September 2017		
	30 Days	90 Days	180 Days
Franklin	NA	NA	NA
Manchester (Cypress Center)	7.1% (12)	12.4% (21)	15.9% (27)
Portsmouth	11.5% (33)	17.5% (50)	21% (60)
Elliot Geriatric Psychiatric Unit	0% (0)	0% (0)	0% (0)
Elliot Pathways	3.3% (4)	6.6% (8)	12.4% (15)
Total	NA	NA	NA

DRF	April – June 2017		
	30 Days	90 Days	180 Days
Franklin	0.0% (0)	0.0% (0)	0.0% (0)
Manchester (Cypress Center)	4.8% (11)	9.2% (21)	13.2% (30)
Portsmouth	10.2% (37)	15.4% (56)	20.7% (75)
Elliot Geriatric Psychiatric Unit	3.8% (2)	3.8% (2)	5.8% (3)
Elliot Pathways	6.9% (7)	7.9% (8)	10.9% (11)
Total	7.1% (57)	10.8% (87)	14.8% (119)

Revisions to Prior Period: None.

Data Source: NH DRF Database

Notes: Franklin DRF was unable to report data for the quarter. As a result total DRF data is also unavailable. Data for the current quarter will be provided in the next quarterly report. Data compiled 11/13/17; discharge location of DRF are patients discharged back to the same DRF for a different level of care within the DRF; readmission rates calculated by looking back in time from admissions in study quarter; patients are counted multiple times for each readmission; number in parentheses is the number of readmissions

6. Glencliff Home: Census Summary

Measure	July – September 2017	April – June 2017
Admissions	3	9
Average Daily Census	107	106
Discharges	2 (1- Dept. of Corrections, 1 – Nursing Facility)	2 (1 private apartment, 1 ABD/ residential care home)
Individual Lengths of Stay in Days for Discharges	115, 366	4507, 399
Deaths	4	3
Readmissions	0	0
Mean Overall Admission Waitlist	19 (12 Active)	17 (9 Active)

Revisions to Prior Period: None.

Data Source: Glencliff Home

Notes: Data Compiled 10/23/17; means rounded to nearest whole number; Active waitlist patients have been reviewed for admission and are awaiting admission pending finalization of paperwork and other steps immediate to admission.

7. NH Mental Health Consumer Peer Support Agencies: Census Summary

Peer Support Agency	July – September 2017		April – June 2017	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	532	46	516	45
Conway	189	15	183	16
Berlin	102	10	108	11
Littleton	141	8	139	7
Colebrook	100	13	86	11
Stepping Stone Total	386	18	592	20
Claremont	308	12	493	14
Lebanon	78	6	99	6
Cornerbridge Total	293	20	390	17
Laconia	109	6	171	5
Concord	127	14	167	12
Plymouth Outreach	57	NA	52	NA
MAPSA Keene Total	208	11	190	14
HEARTS Nashua Total	247	37	510	31
On the Road to Recovery Total	516	53	568	41
Manchester	382	31	418	34
Derry	134	22	150	7
Connections Portsmouth Total	278	11	278	11
TriCity Coop Rochester Total	225	24	382	20
Total	2,685	167	3,426	158

Revisions to Prior Period: None

Data Source: Bureau of Mental Health Peer Support Agency Quarterly Statistical Reports

Notes: Data Compiled 11/14/17; Average Daily Visits NA for Outreach Programs; Peer Support Agencies were instructed to "purge their member lists" as of July 1, 2017 impacting the Number of Members but not Average Daily Census. The Bureau of Mental Health Services has instructed Peer Support Agencies to "purge member lists" annually to increase confidence and consistency in this information.

8. Housing Bridge Subsidy Summary to Date

Subsidy	July – September 2017		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	701	41	742
Section 8 Voucher	85	11	96
Subsidy	April – June 2017		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	643	58	701
Section 8 Voucher	85	0	85

Revisions to Prior Period: None

Data Source: Bureau of Mental Health

Notes: Data Compiled 11/14/17

9. Housing Bridge Subsidy Current Census Summary

Measure	As of 9/30/2017	As of 6/30/2017
Housing Slots	567	591
Rents currently being paid	509	545
Individuals accepted but waiting to lease	58	46
Waiting list for slots	0	0

Revisions to Prior Period: None

Data Source: Bureau of Mental Health

Notes: Data Compiled 11/14/17; all individuals currently on the Bridge Program are actively transitioning from the program (waiting for their Section 8 housing voucher).

10. Housing Bridge Subsidy Unit Address Density

Number of Unit(s)* at Same Address	Frequency as of 11/9/17	Frequency as of 8/11/17
1	383	391
2	31	37
3	6	6
4	5	6
5	0	3
6	0	0
7	1	2
8 or more	2	1

*All units are individual units

Revisions to Prior Period: None

Data Source: Bureau of Mental Health data compiled by Office of Quality Assurance and Improvement

Notes: Data Compiled 11/14/17

11a. Mobile Crisis Services and Supports for Adults: Riverbend Community Mental Health Center

Measure	July 2017	August 2017	September 2017	July – September 2017	April – June 2017
Unduplicated People Served in Month	165	198	216	579	530
Services Provided by Type					
Mobile Community Assessments	47	61	65	173	124
Crisis Stabilization Appointments	15	13	9	37	64
Office-Based Urgent Assessments	15	11	31	57	96
Emergency Service Medication Appointments	29	40	41	110	47
Phone Support/Triage	200	290	231	721	469
Walk in Assessments	4	4	6	14	11
Services Provided after Immediate Crisis					
Mobile Community Assessments-Post Crisis	4	10	16	30	4
Crisis Stabilization Appointments	15	13	8	36	15
Office-Based Urgent Assessments	15	11	31	57	15
Emergency Service Medication Appointments	16	21	23	60	29
Phone Support/Triage	49	111	41	201	200
Referral Source					
Emergency Department/EMS	14	9	23	46	42
Family	24	34	15	73	96
Friend	1	2	2	5	4
Guardian	0	1	22	23	2
Mental Health Provider	4	13	2	19	32
Police	1	7	4	12	15
Primary Care Provider	5	7	4	16	15
CMHC Internal	17	14	3	34	53
Self	66	100	126	292	223
Other	3	11	15	29	21
Crisis Apartment					
Apartment Admissions	33	25	23	81	84
Apartment Bed Days	124	95	91	310	319
Apartment Average Length of Stay	3.8	3.8	4.0	3.8	3.8*
Law Enforcement Involvement	10	17	7	34	32
Hospital Diversions Total	123	159	161	443	430

Revisions to Prior Period: *Apartment Average Length of Stay for prior quarter was corrected

Data Source: Riverbend CMHC submitted reports

Notes: Data Compiled 11/15/17; reported values other than the Unduplicated People Service in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.

11b. Mobile Crisis Services and Supports for Adults: Mental Health Center of Greater Manchester

Measure	July 2017	August 2017	September 2017	July – September 2017	April – June 2017
Unduplicated People Served by Month	186	180	209	476	579
Services Provided by Type					
Phone Support/Triage	380	353	411	1,144	1,127
Mobile Community Assessments	72	72	104	248	270
Office-Based Urgent Assessments	12	11	17	40	53
Emergency Service Medication Appointments	0	1	5	6	2
Crisis Apartment Service	57	108	52	217	0
Referral Source*					
Emergency Department	2	1	2	5	7
Family	29	31	47	107	111
Friend	3	4	2	9	13
Guardian	2	2	1	5	13
Mental Health Provider	6	5	10	21	12
Police	33	32	70	135	89
Primary Care Provider	4	8	11	23	22
CMHC Internal	28	21	30	79	76
Self	111	120	121	352	324
Other	23	17	22	62	87
Crisis Apartment					
Apartment Admissions	3	3	3	9	9
Apartment Bed Days	8	13	8	29	29
Apartment Average Length of Stay	4.0	3.3	2.7	3.2	3.2
Law Enforcement Involvement	33	32	70	135	89
Hospital Diversion Total	241	241	316	798	821

Revisions to Prior Period: * Prior quarter Referral Source was corrected

Data Source: New Mobile Crisis Data Reporting System

Notes: Data Compiled 11/14/17; reported values other than the Unduplicated People Service in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.

11c. Mobile Crisis Services and Supports for Adults: Harbor Homes

Measure	July 2017	August 2017	September 2017	July – September 2017
Unduplicated People Served by Month	7	24	25	55
Services Provided by Type				
Phone Support/Triage	3	15	15	33
Mobile Community Assessments	3	4	7	14
Office-Based Urgent Assessments	1	1	1	3
Emergency Service Medication Appointments	0	2	3	5
Crisis Apartment Service	2	1	1	4
Referral Source				
Emergency Department	0	3	0	3
Family	7	2	1	10
Friend	0	0	3	3
Guardian	0	0	1	1
Mental Health Provider	0	0	3	3
Police	0	3	1	4
Primary Care Provider	0	0	0	0
CMHC	1	3	6	10
Self	3	8	9	20
Other	4	8	3	15
Crisis Apartment				
Apartment Admissions	1	1	1	3
Apartment Bed Days	3	1	1	5
Apartment Average Length of Stay	3	1	1	1.7
Law Enforcement Involvement	0	6	5	11
Hospital Diversion Total	7	24	18	49

Revisions to Prior Period: NA

Data Source: New Mobile Crisis Data Reporting System

Notes: Data Compiled 11/14/17; reported values other than the Unduplicated People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.